

MULTI-FACTOR AUTHENTICATION (MFA)



eTIME MFA Instructions

The Department of Justice is transitioning to a new advanced authentication solution that complies with FBI CJIS Security Policy requirements to replace the existing risk-based authentication using user profiles and security questions. The new advanced authentication will include the use of a One Time Password (OTP) or Token available within the FortiToken Mobile App, or delivered to you via Text/SMS or Email.

Advanced Authentication Registration

When users log into eTIME for the first time they will follow the same procedures as before. After answering the challenge question they will be taken to a new page that will ask if the user wants to register for the new Advanced Authentication process:

New eTIME Advanced Authentication

Note: Advanced Authentication Enrollments are per agency.

Would you Like to Register for Advanced Authentication Today?

The Department of Justice is transitioning to a new advanced authentication solution that complies with the FBI CJIS Security Policy requirements to replace the existing risk-based authentication using user profiles and security questions.

The new advanced authentication will include the use of a One Time Password (OTP) or **Token** available within the FortiToken Mobile App, or delivered to you via Text/SMS or Email. The Token will then be used to complete your authentication and log in to eTIME.

By electing to transition to the new advanced authentication you are acknowledging that you have the ability to receive a Token and receive it in one of the methods described above.

By selecting "**YES**" you will be required to provide updated information including email address / mobile phone number to receive the Token. Once you complete the registration process you will return to the eTIME login page and follow the new authentication process.

Proceed with new advanced authentication registration? : ☒ YES ☐ NO

Submit

If users select no, they will be taken to the eTIME Home Page and allowed to access eTIME and run queries just like they would normally. However, the next time and all subsequent times logging into eTIME users will be presented with the above steps until they successfully register for the new Advanced Authentication. On June 30, 2021 we will be removing the option to authenticate using challenge questions and it will be a requirement for users to register for the new Advanced Authentication process.

If users select yes, they will be taken to the Registration Page. All fields are required regardless of the option (Mobile App, Text, or Email) that users choose. This is explained in the help text if you click on the email address and mobile number hyperlinks.

New eTIME Advanced Authentication

Note: Advanced Authentication Enrollments are per agency.

First Name:

Last Name:

Email Address:

Mobile Number:

Delivery Method: ☒ Mobile ☐ Text/SMS ☐ Email

Email and SMS delivery can be slow due to various external factors, for best results consider using the FortiToken Mobile App

SECURITY WARNING: By checking "I agree" and "Register" you are agreeing to proceed with the transition to the new advanced authentication process.

I agree: ☐

- **Mobile:** Your registered mobile device will display a rolling Token code via the FortiToken Mobile App.
- **Text/SMS:** Token will be delivered to your mobile phone via Text (Short Message Service).
- **Email:** Token will be delivered to you at the email address provided.

Note: You may download the FortiToken Mobile App, available here:



[I changed my mind do not register today](#)

Fill in the fields, select "I agree" and click "Register." Once complete, the user will be taken to a confirmation page. On this page select the hyperlinked "here" to return to the log in page where users re-enter their credentials and authenticate using the brand-new method just selected.

****If choosing the Mobile App option users are required to download and complete the full registration process WITHIN ONE HOUR of the registration. An email will be sent to each user with directions on the process, which includes the date and time that registration must be completed by.**

Once users log in again they will be taken to the Token Verification Screen. This is where users will enter the 6-digit token that they receive via email, text, or the Mobile App. After entering the token, the user should select "Authenticate".

Please note that users have the option to re-send the token at least twice if the token got lost in transmission the first time around. If users fail to receive the token after three attempts (the initial log in and then the two re-tries) users will be taken back to the eTIME log in screen where they will have to log in again.

eTIME Advanced Authentication Token Verification

Token validation for: WI013015Y

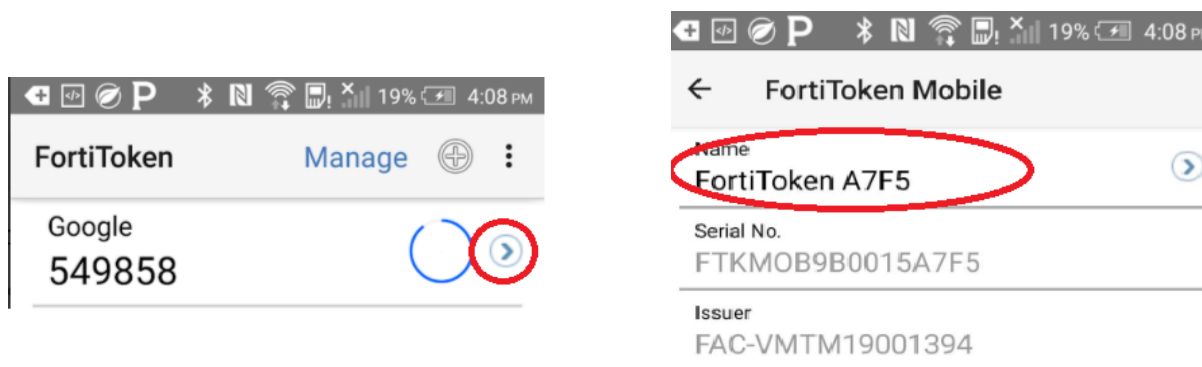
NOTE: Enter the Token code found in the FortiToken Mobile Application.

Advanced Authentication Token:

Users with multiple ORI's

For each ORI with which the user has eTIME access, the user will be required to register for the new Advanced Authentication. These methods can be the same or different for each ORI.

If using the Mobile App with multiple ORI's, it is recommended to name each token for quick identification. Type identifying information in the Name field (Ex. Dane County SO, Madison PD, WI0130000 or WI0130100.)



Changing or Updating Authentication Options

Users can update their new Advanced Authentication preferences at any time after their initial setup and once they have logged into eTIME. Users must click on the “Adv. Auth.” tab or Link here:



Or

[Home](#) · [System Status](#) · [Vehicle Search](#) · [Person Search](#) · [Property Search](#) · [Boat Search](#) · [Previous Results](#) · [Day/Night](#) · [DNA Form](#)
[Adv Auth Self Service](#) · [Help](#) · [Contact](#) · [Logoff](#)

Users will be taken to the registration page where they can update their Advanced Authentication option for that specific ORI. The next time they log into eTIME with that ORI they will receive their 6-digit token via the new method of Advanced Authentication. If a user has multiple ORI's, the Advanced Authentication method will need to be updated for each individual ORI, if desired.

If users are having any issues registering or using the new advanced authentication feature please contact:

eTIME@doj.state.wi.us

or call

TSCC (608) 266-7633